First-time Login Instructions

https://ilearn.oregon.gov

Use the table below to get started in iLearnOregon (iLearn).

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For password resets or help retrieving your Login ID: email dhs.training@state.or.us

You DO NOT need to create a new account if:

STOP

- You were previously a state employee with an iLearnOregon account.
- You are coming to DHS or OHA from another organization that uses iLearnOregon.

For iLearn technical assistance contact DHS.Training@state.or.us or 503.947.5457
How to create a new account

1. Access iLearn at internet link here: https://ilearn.oregon.gov

   **Recommended Browsers: Microsoft Edge OR Firefox.**

2. Click Log In if you already have an account. For all others: On the iLearn login page, click Create Account. This will take you to the User Information page.

3. On the next screen, **complete the information with an asterisk (*) in front of it, then click “Submit.”**

   - **Type:** Not a State Employee
   - **Enter First Name** and **Last Name**
   - **Email:** Your e-mail address cannot be used by another account in iLearn. A window will open if your email is already in use on iLearn. Generally indicates you already have an account.
     If you forgot your username or password, first use forgot your user name or password. Follow the prompts to reset. If you are not successful, contact the Service Desk at 503-945-5623.
   - **Choose a login ID:**
     This should be something that’s easy to remember.
   - **Job Title:** Choose Volunteer – T0007

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• **Organization:** Click on Human Services, Department of

| Type: | - Dentistry, Board of  
| - Department of the Military - Federal Employees  
| - District Attorneys and their Deputies  
| - Education, Oregon Department of  
| - Employment Department  
| - Employment Relations Board  
| - Energy, Department of  
| - Environmental Quality, Department of  
| - Fish and Wildlife, Department of  
| - Forest Resources Institute, Oregon  
| - Forestry Department  
| - Geology & Mineral Industries, Department of  
| - Government Ethics Commission, Oregon  
| - Governor, Office of the  
| - Health Related Licensing Boards  
| - Higher Education Coordinating Commission  
| - Housing and Community Services, Oregon  
| - Human Services, Department of  
| - Judicial Department - Judges in the Public Employees Retirement System  
| - Legislative Policy & Research Committee  
| - Occupational Therapy Licensing Board  
| - Oregon State Board of Geologist Examiners  
| - State Board of Examiners for Speech-Language Pathology and Audiology  
| - State Landscape Architect Board  
| - State Mortuary And Cemetery Board  
| - Veterinary Medical Examining Board  
| - DHS - SPEHSU  
| - Judicial Department |

• New menu options will appear. Click **DHS - Volunteer Programs**

• Leave the **Manager** field blank.

You will now receive **TWO emails:** 1st email will have a Web Link to register your account and verify your email address. 2nd email will contain your temporary password, which is only valid for 24 hours with a temporary password.

**Congratulations!** You have created a new account.
Update your iLearnOregon Account

1. **From the Registration email**, click on the Web Link to open an internet page on iLearnOregon.

2. Log in using the User Name you created, and the temporary password provided.
   **NOTE:** If you forgot your previous username or password, first use forgot your user name or password. Follow the prompts to reset. If you are not successful, contact the Service Desk at 503-945-5623.

3. Once registration is **complete and logged-in, before** starting the trainings, update with your volunteer coordinator or site manager’s name. **This allows your coordinator or manager to verify the completed trainings.**

4. On your homepage, in the upper right-hand corner click on your initials to open the dropdown menu.

5. Click on **Account**

6. From the ACCOUNT click on the **Profile** tab.

7. Below the **Work Information**, click **Edit Work Information**

8. To the right of **Managers**, Click **Select Manager**

9. Type in Volunteer Coordinator or Site Manager’s name using **Last name First name** *(Church Amy)*

10. Click **Search**

11. The coordinator/manager name will appear in the window. Click on the circle in front of the correct name.

12. Click **Save** (The pop-up window will close.)

13. Scroll down and Click **Save** again to return to the ACCOUNT page.

For iLearn technical assistance contact **DHS.Training@state.or.us** or **503.947.5457**
Required Trainings for Volunteers

- DHSOHA - ISPO - Information Security and Privacy Awareness – search for: ispo
- **DHSOHA - HR - 24/7 Mandatory Reporter Training**
- DHSOHA - HR - Preventing Harassment, Discrimination and Inappropriate Workplace Behavior – search for: psh
- **DHSOHA – DAS – Overview of Oregon Ethics Law**
- **DAS – CHRO – Violence Free and Weapons in the Workplace**
- **Defensive Driver Training** - search for: ddrive

How to enroll in an Online (eLearning) course

1. If you are not already logged into iLearnOregon please do: https://ilearn.oregon.gov/
2. After logging in and updating your Manager in Account, Click Catalog (top left on tool bar)
3. Click on Search for Content and type the Course Title in the search bar, for example, **24/7**, then Click the magnification glass or enter on keyboard.
4. To enroll in an online course, click on the title of the course.
5. A new screen will appear. This screen provides you details about the course.
6. Click on Open Item to open the online course.
   **Note:** If you do not want to enroll in the course, click Search results. You will go to the previous screen.
7. A new window will open.
8. To begin the course, click Next or Start Course depending on course.

For iLearn technical assistance contact DHS.Training@state.or.us or 503.947.5457
Taking online courses in iLearnOregon

• We recommend using Mozilla Firefox or Microsoft Edge as your browser. (Note that Edge is available on Windows 10.)
  o If using Firefox, see special instructions below.
  o Note that some courses (especially older courses) will only work in IE, while other courses will only work in Firefox or Edge.
• If the browser won’t work, try a different browser.
• If the course won’t open, check the browser’s popup window blocker. See the instructions at the end of this document.
• In some courses, you’ll click a link that opens a new browser window. The browser may hide the course. To return to the course, minimize all other browser windows.
• When you finish a course, you may need to close the course window to exit the course.
• When you finish all the courses, check your iLearn transcript to make sure they show as Completed. If any courses are still marked as Started, contact DHS Training: dhs.training@state.or.us.

Firefox instructions
In Firefox, you may see one of these two screens.
  1. If you see this screen, click the Minus button, highlighted below.

For iLearn technical assistance contact DHS.Training@state.or.us or 503.947.5457
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Check **Remember this decision** and click **Allow**.

2. If you see this screen, click the screen.

On the next screen, click **Allow**.

**NOTE:** If this doesn’t work or requires an administrator password, try using a different browser. If another browser doesn’t work, contact CA Service Desk at 503-945-5623 or **OIS.ServiceDesk@dhsoha.state.or.us**.

**Popup Window Blockers: How to turn them off**

**Before you take an online course in iLearn,** be sure to turn off the popup window blocker in your browser. Here’s how...

- **Edge** (*Windows 10 only*).
  1. In the upper-right corner, click the three dots (Settings and more).
  2. Click **Settings** and scroll down to **View Advanced Settings**.
  3. Change **Block pop-ups** to **Off**.
  4. Close and re-open Edge, log into your iLearn account and try taking the course again.
• Firefox
1. In the upper-right corner, click the 3 horizontal bars.
2. From the drop-down menu, select Options.
3. Depending on your version of Firefox:
   a. Click the Content tab. Under Pop-ups, uncheck Block pop-up windows.
   or
   b. Click Privacy & Security. Uncheck Block pop-up windows.
4. Close and re-open Firefox before going back to your iLearn account.